



Library Technician Program

State Submission

Dr. Cathy Anderson

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Table of Contents

EXECUTIVE SUMMARY	2
IDENTIFICATION AND DESCRIPTION OF THE PROGRAM	3
OBJECTIVES AND PURPOSE OF THE PROGRAM	3
PROGRAM OUTCOMES	4
METHODS OF OBTAINING THE OBJECTIVES OF THE PROGRAM.....	4
LABOR MARKET ANALYSIS	5
POPULATION SERVED BY THE PROGRAM	6
PROJECTED THREE-YEAR BUDGET	6
PROGRAM COMPETENCIES AND ENTRY AND EXIT POINTS	6
STATEMENT OF NONDUPLICATION	7
CURRICULUM DESIGN.....	7
WAGE FACTOR	7
APPENDIX A.....	8
APPENDIX B.....	10
APPENDIX C.....	13

LIBRARY TECHNICIAN PROGRAM

EXECUTIVE SUMMARY

Western Dakota Technical Institute requests approval to start a Library Technician program. The program will be offered as a 20-month Associate of Applied Science degree and as a 10-month diploma with a certificate option. The program has been organized to allow the student a progressive option in attaining their Library Technician degree with employability potential after each option.

Labor market information for the state and a survey of the market indicate there is demand for Library Technicians now and in the future. Because of WDT's partnership with the Rapid City Public Library and the expansion of our library on campus, we are well positioned to offer this program. In the development of the curriculum, we integrated our current offerings in Business and general education to ensure we did not duplicate courses internally in developing this program. Established programs will share facilities, staff, expertise, and program.



Western Dakota Technical Institute will market this program primarily as a 20-month AAS degree geared towards the traditional student who has an interest in a library career and the student who is a non-traditional student, career changer or one who seeks to advance his/her current career in a library setting. Much of this program will be offered online to allow working adults an opportunity to pursue an education while maintaining full time employment. Offering this program online will allow students to pursue this program from their homes, not requiring them to relocate to pursue this degree option.

Graduates of this program will be able to seek employment in a variety of settings including public libraries, medical libraries, law libraries, and academic and school libraries.

IDENTIFICATION AND DESCRIPTION OF THE PROGRAM

The Library Technician program is designed for students who are interested in working in a library and assist patrons, support librarians, maintain library databases, catalogue and research materials and serve as a team member in a library setting. Library technicians are employed in settings such as public libraries, higher education libraries, K-12 libraries, and special libraries such as medical, law, corporate and government facilities.

OBJECTIVES AND PURPOSE OF THE PROGRAM

The primary objective of the Library Technician program is to prepare students with the necessary skills to work in a supportive capacity to librarians and patrons. The aim of this program is to provide a solid foundation in core library technical skills, and provide students with the skills and knowledge of new trends in technology. Graduates will gain the skills to manage library software. Through their education and experience in this program, students will learn how to catalogue, maintain, and retrieve print, digital, and audiovisual resources, and specialized media. They will also be introduced to research strategies for library catalogues, databases, and the World Wide Web and learn skills in website development. This program also will provide education and training in soft skills such as communication, teamwork, interpersonal skills, and attention to detail.

According to the [Occupational Outlook Handbook](#) the Library Technician may do the following: *In small libraries, they handle a range of duties, while those in large libraries usually specialize. The duties of technicians and assistants are expanding and evolving as libraries increasingly use the Internet and other technologies to share information. They are increasingly responsible for daily library operations. Depending on where they work, these workers can have other titles, such as library technical assistant, media aide, library media assistant, library aide, or circulation assistant.*

Locally and statewide it is anticipated that demand for this program will continue. This program provides education to strengthen the skill, management and knowledge of library staff in a time when many libraries, specifically local and public libraries are reorganizing their staffing due to trends in the economy. It is anticipated that as retirements and attrition occurs replacement of librarians may occur with AAS prepared library technicians who can assist patrons with technical issues, customer service, guidance and support in reference and research.

The program will articulate appropriate high school credits whenever possible. However, high school articulation will be limited due to the specialized nature and detail of the Library Technician curriculum. WDT will explore possible articulation agreements with the Board of Regents and other higher education entities once the program is started. The opportunity exists to provide students at the high school level with dual credit options as they have access to internships and training within their local school system and community. Students, who are graduates of this program may also qualify for an endorsement as a Paraprofessional in K-12.

WDT is currently seeking accreditation from the American Library Association (ALA) to accommodate students who wish to seek a Library Support Staff Certification. LSSC candidates must successfully complete the required course listings.

PROGRAM OUTCOMES

The Library Technician graduate will be able to:

- Conduct technical services – acquisition, organization, selection, and management of library materials
- Use reference and electronic information resources – basic Internet, online research, data retrieval/transfer, and databases
- Employ public services – circulation, working with patrons, and interpersonal communication skills
- Produce media and multimedia – traditional and emerging multimedia
- Operate library information systems – technologies in libraries and the information industry
- Acquire and demonstrate knowledge of databases, library automation systems, online library systems, online public access systems, and circulation systems
- Demonstrate verbal and written communications skills
- Work with minimal supervision
- Pay close attention to detail and demonstrate accuracy in their work
- Demonstrate good analytical skills
- Demonstrate good interpersonal skills

METHODS OF OBTAINING THE OBJECTIVES OF THE PROGRAM

The program will include classroom instruction, online instruction, internship opportunities, field trips, guest speakers, library tours, and capstone projects. The curriculum will incorporate a variety of instructional methods, including the use of online, multimedia, and other WEB 2.0 tools to enhance instructional materials with virtual instruction, streaming video, etc.

The Library Technician program will work closely with an industry advisory board composed of representatives who are librarians, library directors, and others in the field. The Advisory Board will approve the curriculum, discuss and recommend equipment purchases, and assist in forming partnerships to assist WDT with innovative curriculum, internships, and presentations.

This program will be marketed through the same avenues as our existing programs. It is anticipated that press releases will be done to announce the availability of a new program for those interested in the field, and through our advisory committee partners to libraries in the state.

LABOR MARKET ANALYSIS

South Dakota Occupational Projections 2006-2016

SOC	SOC Title	2006	2016	2006-2016 Annual Averages		
234031	Library Technicians	590	620	5.1%	3	29
434121	Library Assistants, Clerical	105	110	4.8%	1	4

Jobs due to growth replacement

A survey conducted of public libraries, by Greta Chapman Director of the Rapid City Public Library, in South Dakota indicated that 42 positions in the library technician's job classification occurred during the 2007-2009 fiscal years. This survey did not include K-12 libraries or college/university libraries. However a review of data from the National Center Education Statistics indicates that there are 152 public, branch or satellite libraries in South Dakota. Further information from the NCES, gathered in 2005, of 18 libraries, indicates that there are 115 librarians employed along with 190 "other staff" which includes library technicians and assistants.

Full- and part-time career opportunities exist in:

- public libraries
- libraries and resource centers serving colleges, universities, and elementary and secondary schools
- special libraries, such as those found in law offices, hospitals, corporations, and government departments and agencies
- cultural and non-profit organizations

On a National Level (retrieved from the Occupational Outlook Handbook):

Employment of library technicians and assistants is expected to grow about 10 percent, which is about as fast as the average for all occupations. Opportunities will be best for those with specialized postsecondary library training.

Employment change: Between 2008 and 2018, the number of library technicians is expected to grow about 9 percent, which is about as fast as the average for all occupations and the number of library assistants is expected to grow by about 11 percent, which is about as fast as the average for all occupations.

POPULATION SERVED BY THE PROGRAM

The program will be available to all interested individuals who successfully meet the WDT admission criteria established for the program. The program will be open to full- and part-time students. All applicants must be high school graduates and take a placement exam to establish reading, writing, and math abilities. No restriction will be made regarding race, creed, gender, or age. The program will draw students primarily from South Dakota. The opportunities for employment in the field will be primarily in South Dakota.

PROJECTED THREE-YEAR BUDGET

This program will be staffed by a $\frac{3}{4}$ -time instructor. Therefore, one $\frac{3}{4}$ -time instructor and supplies will be the only budgetary needs required for this program. The projected budget is as follows:

Expenses	Year One	Year Two	Year Three
Instructor	\$39,413.00	\$40,594.00	\$41,872.00
Supplies	1,000.00	1,000.00	1,000.00

It is not anticipated that any further resources will be needed for this program start up as databases and resources are available in our partnership with WDT's library and the local public library system. The online learning management system is in place. It is not anticipated that WDT will ask for an increase in marketing dollars to promote this program. Flyers, letters, and other press releases will be presented in order to communicate the availability of this program at WDT.

PROGRAM COMPETENCIES AND ENTRY AND EXIT POINTS

Entry point: Fall or spring semesters

Exit point: Graduation with Associate of Applied Science degree in Library Technician after two years and completion of integrated curriculum defined by the American Library Association would qualify students for ALA Certification.

WDT, while in the beginning stages, is working with Black Hills State University on the possibility of a 2+2 program to complement their current Library Media/Science. BHSU currently offers a minor in Library Science to educators. WDT has presented the Library

Technician curriculum plan to Chadron State College in efforts to develop an articulation agreement for their Bachelor's Degree in Library Media Specialist.

STATEMENT OF NONDUPLICATION

There are no other Library Technician A.A.S. degree programs in South Dakota.

CURRICULUM DESIGN

See Appendix A for Curriculum Sequence

WAGE FACTOR

South Dakota Wage Projections for Statewide and Rapid City					Placement				
AREA	SOC CODE	Occupation	Workers	Ave. Wage	10 th	25 th	50 th	75 th	90 th
Statewide	43-4121	Library Assistant Clerical	40	9.57	7.31	8.05	9.20	10.30	13.33
Statewide	25-4031	Library Technicians	610	11.74	8.86	10.10	11.40	12.81	15.15
Rapid City USA	25-431	Library Technicians	80	12.51	10.25	10.83	12.03	13.93	15.56
West	25.-4031	Library Technicians	80	10.66	8.62	9.40	10.67	11.97	12.86

***Retrieved from the occupational outlook handbook and the South Dakota Department of Labor.**

The wage factor reflects that many of the employment opportunities are based in rural areas with lower wages, this program will allow place based individuals to pursue professional training in library services without relocating from their homes.

SUGGESTED CIP CODE:

Library Technician CIP Code: 25.0301

APPENDIX A

AAS Library Technician Program

Credits

1st Semester

3	ENGL 101 or ENGL 203	Composition I
3	MATH 112	Business Math
1	ORT 10	Orientation
3	LIBR	Introduction to Library Circulation and Customer Service
3	LIBR	Intro to Library Services
<u>3</u>	LIBR	Public Services for Library Technicians
16		

2nd Semester

3	PSYC 101 or PSYC 103	General Psychology or Human Relations in the Workplace
3	CIS 105 or CIS106	Microcomputer Software Applications I or II
3	BUS 156	Website Development for Business
3	LIBR	Programming and Services for All Ages
<u>3</u>	LIBR	Children's and Young Children's literature
15		

3rd Semester

3	ENG 201	Tech Communications
3	BUS152	Desktop Publishing for Marketing I
3	LIBR	Introduction to Technical Services: Acquisitions, Serials and Processing
3	BUS 210	Supervisory Management
3	LIBR	Electronic and Technology Information Resources
<u>3</u>	LIBR	Selection and Access Resources
18		

4th Semester

3	LIBR	Introduction to Cataloging and Classification
3	LIBR	References Recourses
3	LIBR	Internet, Databases, and Web-Based Information Resources, Online Social Networking
<u>3</u>	MKT	Marketing
12		

5th Semester

<u>3</u>	LIBR	Internship
3		

Summary: 64 Credits (16 Credits Gen Ed, 12 Cr Bus, 36 Cr LIBR)

Diploma Library Technician Program

Credits

1st Semester

3	ENGL 101 or ENGL 203	Composition I
3	MATH 112	Business Math
1	ORT 10	Orientation
3	LIBR	Introduction to Library Circulation and Customer Service
3	LIBR	Intro to Library Services
<u>3</u>	LIBR	Public Services for Library Technicians
16		

2nd Semester

3	PSYC 101 or PSYC 103	General Psychology or Human Relations in the Workplace
3	CIS 105 or CIS106	Microcomputer Software Applications I or II
3	BUS 156	Website Development for Business
3	LIBR	Programming and Services for All Ages
<u>3</u>	LIBR	Children's and Young Children's literature
15		

Summary: 31 Credits (13 Credits Gen Ed, 3 Cr Bus, 15 Cr LIBR)

APPENDIX B

American Library Association's Requirements for Certification

Foundations of Library Services

Revised July 21, 2008

These competencies are fundamental to understanding the mission and roles of libraries. These competencies cover the ethics, values, and governance of libraries, and the basic knowledge needed for all positions in a library.

Library Support Staff will know:

1. The mission and roles of a library in its community, and the mission of libraries in general.
2. The ethics and values of the profession, including an understanding of the Library Bill of Rights, the ALA Code of Ethics, freedom of information, confidentiality of library records, and privacy issues.
3. The roles of Library Support Staff and other staff in libraries.
4. The responsibilities of and the relationships among library departments or functional areas.
5. Basic principles of:
 - reference and information services;
 - circulation, including interlibrary loan and collection maintenance;
 - current cataloging and classification systems;
 - acquisitions and collection development.
6. How libraries are governed and funded, and the place of libraries within organizations or government structures.
7. The value of cooperating with other libraries to enhance services.
8. The value of participating in professional development opportunities, including certification, continuing education, staff development, and professional associations.

Library Support Staff will be able to:

1. Practice quality customer service.
2. Communicate and promote the library's values and services to staff, volunteers, users, and the community.
3. Recognize and respond to diversity in user needs and preferences for resources and services.

Communication and Teamwork

Revised July 27, 2009

Library Support Staff need to communicate effectively with library users, library staff, and others in a variety of situations to offer high-quality customer service. Library Support Staff are also required to make decisions that impact library

services and serve as valued members of work teams. This set is divided into two parts: communication and team work; and decision-making.

Communication Competencies

Library Support Staff will know:

1. Basic concepts of interpersonal relations, customer service, and communication.
2. The importance of upholding policies and decisions, and when to make exceptions.
3. Tools for resolving conflict.

Library Support Staff will be able to:

1. Treat others with respect, fairness, and consistency.
2. Seek, give, and accept constructive feedback from coworkers, supervisors, and users.
3. Resolve conflict in a positive and productive manner, and judge when situations should be referred to a supervisor.
4. Write clearly, logically, and concisely.
5. Select the most appropriate medium for communicating, based on the language, communication styles, and needs of diverse receivers (user and staff).
6. Listen effectively and transmit information accurately and understandably.
7. Use approachable and welcoming behavior with all users.
8. Anticipate and maintain awareness of users' needs and wants in order to provide or improve services.

Team Work and Decision-Making

Library Support Staff will know:

1. Basic concepts of team work.
2. Basic concepts of effective decision-making.

Library Support Staff will be able to:

1. Participate effectively on teams, commit to meeting agreed-upon goals and objectives, and support team decisions.
2. Promote communication and respect among team members.
3. Identify critical and sensitive library issues, and choose appropriate strategies to communicate this information among the public, supervisors, team members, and peers as appropriate.
4. Provide timely, accurate, and candid information to supervisors, peers, and team members to facilitate decision-making.
5. Gather the best available information to support decisions.

Technology

Revised June 18, 2008

These competencies address the skills and knowledge about technology necessary for library work. This competency set also addresses the role of providing access to and educating the user in the use of technologies and equipment relevant to information seeking, access, and use.

Library Support Staff will know:

1. General trends and developments of appropriate technology in all
2. Library functions and services, whether offered in the library or through remote access.
3. Technology's role in creating, retrieving, and delivering library resources, function, and services.
4. The role and responsibility of libraries for introducing relevant applications of technology to the public, including assistive technology.
5. Basic computer operations needed to access library applications software and productivity tools.
6. Basic networking technologies and protocols.
7. Basic data security principles and best practices to ensure the integrity of data and the confidentiality of user activities.
8. Concepts and issues concerning the appropriate use of technology by different user groups.

Library Support Staff will be able to:

1. Adapt to changes in technology.
2. Transfer information gained from training into the work place.
3. Assist and train users to operate public equipment, connect to the internet, utilize library software applications, and access library services from remote locations.
4. Use information discovery tools including the library's catalog, core library databases, and internet search engines.
5. Perform basic troubleshooting of technical problems, and resolve or appropriately refer those problems.
6. Access and use basic assistive technologies, where appropriate, to ensure that all users have equitable access to technology.

APPENDIX C

Grace Balloch Memorial Library

625 N. Fifth Street
Spearfish, SD 57783-2311
(605) 642-1330

February 28, 2011

Dr. Cathy Anderson
Western Dakota Technical Institute
800 Mickelson Drive
Rapid City, SD 57703-4018

Dear Dr. Anderson,

I am writing to express support for the Western Dakota Technical Institute Library Technician program. Our library staff includes 11 full- and part-time positions totaling approximately 6 FTE. Although we do not currently have any openings or foresee any becoming available in the near future, six of our staff positions would be ideal for graduates of a program such as this. Having a library technician program available to prepare future job candidates will certainly be an asset to libraries in our area.

Sincerely,

Amber Wilde
Library Director



DEVEREAUX LIBRARY

501 E. SAINT JOSEPH ST.

RAPID CITY, SD 57701-3995

February 28, 2011

Dr. Cathy Anderson

Western Dakota Technical Institute

800 Mickelson Drive

Rapid City, SD 57703

Dr. Anderson

It is my pleasure to write you a letter in support of the proposed Library Technician Program. Currently our library has five positions that are in the State Career Service classification of technician. When we are interviewing to fill those positions two of the criteria we look for are library experience and library education. The combination of the two will vault a good candidate to the top of the list for interviews. Having a program such as you have designed right in our "backyard" will give the local population an advantage in securing positions in our library.

I wish you continued success in all that you do for the population of Rapid City and look forward to someday hiring some of your graduates to work at our library.

Sincerely,

Patty Andersen

Library Director

South Dakota Dept of Education
27 FEB 2011

Dear South Dakota Dept of Education,

Western South Dakota Tech proposal to begin a Library Science Degree will provide a valuable educational resource to South Dakota. As a Library Director it is paramount to hire staff that can do the job. On-The-Job-Training can teach the basics but an actual education that teaches a foundation is invaluable. These are staff members who want to be in the library and have taken the first steps in gaining an education in their chosen field. With no Library Science programs in any part of South Dakota this program will provide that education.

The cost of On-The-Job-Training at the budget level and the time factor in such training has made finding qualified candidates very slim. Having that foundation in Library Science will cut the costs by more than half. It will cut down on the time needed for training both for the new staff member and for the training manager.

Library Technicians are the working foundation for the Circulation Desk, Processing, Acquisitions and Cataloging especially in the smaller libraries that don't have the budgets to hire Master Degreed staff for each position.

This program is a wonderful addition to the lineup of programs offered by Western Dakota Tech, it will benefit the State of South Dakota and the Library Science Profession for years to come.

Thank You,

Jeanne Stoltenburg M.L.I.S.
Library Director – Holbrook Library
2650 Doolittle Drive Building 3910
Ellsworth AFB, SD 57706
605-385-1686
Jeanne.stoltenburg@ellsworth.af.mil

Debbie Arne
WDT Library Coordinator
800 Mickelson Drive
Rapid City, SD 57703

February 25, 2011

Dear Debbie,

Thank you for sending the information about the Library Technician Program you may offer at WDT. I was excited to read through the proposal and find the class offerings.

Recently the Hot Springs Public Library has hired new staff and the applicants, rarely, if ever have any library training. It would be so helpful to have an applicant come with this training. As it is, the training process takes 6 – 12 months for the new hire to feel comfortable with the many tasks required in a small town library.

It is my personal goal to 'grow one of our own' before I leave the library arena. I would like to have someone from Hot Springs develop their passion for libraries and pursue the education necessary. This program at WDT is a step in the right direction.

Sincerely,

Cindy Messenger
Library Director

February 15, 2011

Dr. Craig J. Bailey, President
Western Dakota Tech
800 Mickelson Drive
Rapid City, SD 57703

Dear Dr. Bailey:

This letter is to express support for the development of a Library Technician training program at WDT. As the Rapid City Public Libraries Director, I am aware of the need for a source of well trained and educated persons in this field. RCPL employs 17 library tech positions and on average there are four openings per year. It is a challenge to find applicants with the appropriate and necessary skills to fill these positions, and a program like this will be a significant step to alleviating this situation.

I have had the opportunity to review the list of courses and descriptions and believe the content of the proposed program is appropriate for our staffing needs at this level. Additionally, I have participated in working meetings along with others and respect the expertise of those who have participated in the design of this program. I believe this program is needed and will succeed when launched. Finally, I am willing to support the program by serving on an advisory committee and as a course instructor if needed.

Please do contact me if you have any further questions about this note or my support for this program.

Sincerely,

Greta Chapman, Rapid City Public Libraries Director